

Building a Collaborative working culture.

As the business landscape becomes increasingly dynamic and new players enter the market, successful companies are tasked with building their capacity for agility, adaptability, and speed in order to maintain competitive advantage. Business leaders globally are responding by transitioning from a hierarchical organizational structure to more flexible, team-centric models that foster collaboration, information sharing, and empowerment. We call this the responsive organization.

With this shift, companies have realized improved productivity, better employee engagement, and increased revenues.

In this leadership training program, you will explore the current evolution of organizational design from traditional, command-and-control models to a system of empowered networks—and learn about the opportunities to increase your business performance by introducing principles of responsive organizing in your teams and organization.

Through interactive lectures and engaging group exercises, you will cultivate essential collaborative leadership competencies, and gain the conceptual framework, vision, and tools you need to effectively incorporate these principles.

<u>Unit No.</u>	<u>Unit</u>	<u>Unit Objective</u>	<u>Methodology</u>	<u>Resources</u>	<u>Duration</u>
1	Circle of Influence	<ul style="list-style-type: none"> ◆ Introduction Session Objectives ◆ Module Objectives to be Shared ◆ Stakeholders, Customer- Internal & External ◆ How do your stakeholders evaluate you- CSAT & E-SAT (IPSAT) ◆ What Customer – ‘Needs to have’ ,’Wants to Have’ 	Activity & Discussion	<ul style="list-style-type: none"> ◆ 1 chart paper/White Board ◆ 1 marker Pen ◆ Writing Pads & Pens – 1 for each learner ◆ A timer/ stopwatch/ mobile phone with stopwatch 	120 Minutes
2	Leading My Direct Team	<ul style="list-style-type: none"> ◆ Understand and Experience Leadership basics ◆ Perceived Changes after taking up Leadership Roles, Emotional Styles ◆ Importance Vision to a Leader ◆ Leadership Competencies ◆ Leadership Success Factors ◆ Knowing my team ◆ Transparent Communication 	Activity & Discussion	<ul style="list-style-type: none"> ◆ 1 chart papers/White Board/Flip Charts ◆ 1marker ◆ A timer/ stopwatch/ mobile phone with stopwatch 	240 Minutes
3	Managing My Manager	<ul style="list-style-type: none"> ◆ Understand the Boss’ World ◆ Why should I manage my Boss ◆ My Boss’ Priorities ◆ Strengthen Connect ◆ Negotiate with the Boss ◆ How to deliver results for your Boss ◆ Expectation Management ◆ Model for Managing Managers 	Activity & Discussion	<ul style="list-style-type: none"> ◆ 1 chart papers/White Board/Flip Charts ◆ 1marker ◆ A timer/ stopwatch/ mobile phone with stopwatch 	120 Minutes

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4	Managing Clients	<ul style="list-style-type: none"> ◆ Reasons for Giving Customer Delight ◆ Methods for giving Customer Delight ◆ Story Telling – I got service & Didn't ◆ Success stories & Horror Stories in CD ◆ Customer Expectations 	Activity & Discussion	<ul style="list-style-type: none"> ◆ 1 chart papers/White Board/Flip Charts ◆ 1marker ◆ A timer/ stopwatch/ mobile phone 	120 Minutes
5	Control & Cascade Manager's Decisions	<ul style="list-style-type: none"> ◆ Proper Cascading decisions made by Sr Mgr ◆ Interacting & Managing Sr Mgmt ◆ Importance of Communicating Mgmt Decisions 	Activity & Discussion	<ul style="list-style-type: none"> ◆ 1 chart papers/White Board/Flip Charts ◆ 1marker ◆ A timer/ stopwatch/ mobile phone 	60 Minutes
6	Managing Perceptions Amongst Stake Holders	<ul style="list-style-type: none"> ◆ Managing Perceptions – Importance ◆ Creating a Brand ◆ Managing Perception about others thru our biases ◆ Connecting with Impact ◆ FAB Approach Managing Perceptions ◆ Model for 	Activity & Discussion	<ul style="list-style-type: none"> ◆ 1 chart papers/White Board/Flip Charts ◆ 1marker ◆ A timer/ stopwatch/ mobile phone with stopwatch 	120 Minutes
7	Solution Mindset	<p>To Understand:</p> <ul style="list-style-type: none"> ◆ Being part of the solution rather than be a part of the problem ◆ The Big Picture Approach in fixing a problem ◆ The different approaches to Thinking ◆ The Strategic Approach 	Activity & Discussion	<ul style="list-style-type: none"> ◆ 1 chart papers/White Board/Flip Charts ◆ 1marker ◆ A timer/ stopwatch/ mobile phone with stopwatch 	120 Minutes (Discussion 60 Minutes and Activities + Debriefing 60)

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8	Participation & Productivity At Meetings	<ul style="list-style-type: none"> ◆ Stakeholders - Roles ◆ Conduct Agenda Driven Meetings ◆ Conduct Result Driven Meetings ◆ Maximizing Productivity at meetings ◆ Manifest Professionalism at Meetings ◆ Defusing Conflicts at meetings ◆ Express one's views effectively 	Activity & Discussion	<ul style="list-style-type: none"> ◆ Chart ◆ Fish Bowl/Box ◆ Slips/Chits ◆ A timer/ stopwatch/ mobile phone with stopwatch 	60 Minutes (Discussion 15 Minutes Activities 30 Minutes Quiz 15 Minutes)
9	Managing Virtual Stakeholders	<ul style="list-style-type: none"> ◆ Virtual Stakeholders – Are they Different? ◆ Challenges – Time, Distance, Culture, & Trust ◆ Trust, Trust Builders, & Team Building ◆ Cohesive Work Environment 	Activity & Discussion	<ul style="list-style-type: none"> ◆ Questionnaire ◆ A timer/ stopwatch/ mobile phone with stopwatch 	60 Minutes (Discussion 45 Minutes Activity 15 Minutes)